

PROJECT REPORT ON
A BRIEF STUDY ON TWO WHEELER TAXIS IN KOHIMA

*Project report submitted to Nagaland University in partial fulfillment
for the award of the degree of Bachelor of*

MAYA



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DECLARATION

I declare that the project report entitled “A Brief Study on Two Wheeler Taxis in Kohima” is submitted by me for the award of the degree of **Bachelor of Commerce** of Nagaland University is my own work .The project report has not been submitted for any other degree of this University or any other university.

MAYA

CERTIFICATE

I recommend that this project report to be placed before the examiners for evaluation.

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Supervisor

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Chapter-1

1.1 INTRODUCTION

In today's world with the increase in the population as well as with the increase in the number of vehicles .And due to heavy traffic during office, school and college hours traffic are seen to be very heavy. And also people wants to be on time . Mr. Chumben who is the president of Nagaland Two Wheeler Taxi's Association , he came out with the idea of earning through this opportunity , he analyze it and thought of giving a chance as he was interested how the Mizoram people have started the two wheeler taxi's services and also wanted to bring a change and also thought it will be a good way to earn as well as to satisfy the customers. In the year 2018, he along of 3/4 friends started running as two wheeler taxi's but during the year it was not legalized , and they had to go through a lot of struggle to get approval from the government in the beginning .

Later in the year 2019 they had meeting with the transport department and was legalized on August . And was allotted with 150 taxi's and now its around 70 . the main aim is not only provide services to the customers but also create job opportunities for the indigenous Naga youths who are unemployed . And provide good platform for the youth to earn money also as a job.

Kohima town has the potential to accommodate more youths with proper regulations and the legalization can propel introduction of the services in the different districts which could create more employment opportunities for youth across Nagaland. He said the people of Kohima have been using the services everyday to reach their destination on time and escape the stagnant traffic jam of Kohima town.

1.2 REVIEW OF THE LITERATURE

A study done by Ceaser Maulaga, Gervas Machimu , Japhet M Mgema (2019) about the Bishop in Brazil in the year 1994 till the 2000s during the year all the Brazilian cities had motorcycle transport services where it mainly appeared in poor and less urban areas. Later the Bishop argued that young people increasingly support themselves by driving them although this revolution

involves cost of increase in Road Traffic Injury (RTI) which brings burden to the country's economy and to the society. In countries like Cambodia, motorcycle transport benefits low income earners in Phnom Penh and other cities, motorcycle are available in a large number as in motorcycle are available in a large number as in the form of low-cost public transport (Fasakin 2009). Even the Cambodian Government has introduced rules and regulations that requires riders to be members of the motorcyclist associations. Also the associations are required to register officially, and members are required to comply with rules such as obtaining a riding license, wearing helmet and carrying not more than one passenger in one motorbike.

Moreover, Chhorn (2013) in his study on motorcycles and quality of services rendered in Cameroon has argued that motorcycle are the common form of transportation in Maroua. Short distances cost about 200 francs which is less than US\$1. Chhorn had shown that motorcycle taxi services is provided at affordable price but service provided is of low quantity due to non-compliance on traffic laws by riders. According to Hawkins(2010), there are motorcycle transport throughout China, including in Beijing, Shanghai and Gaungzhou. There were also popular decade where there has been in a significant growth in the use of motorcycles as a commercial public transport mode in countries in sub-Saharan Africa, Latin American and Asia (Chhorn,2013). Also while offering the certain transport advantages in the form of easy maneuverability, ability to travel on poor roads, and on demand of responsiveness, the commercial motorcycle services growth has lead to an increase in the road accidents, traffic management problems, pervasive noise and increases in the local air pollution and greenhouse gas emissions.

The government has put efforts to regulate the market that have the contrary impact of compounding the problem by distorting the market structure. In the populated areas and cities in Africa, motorcycle taxi, it remains to be an alternative transport mode that provides thousands of employment opportunities and affordable transport for low-income majorities. The motor bike riders are the center of these activities. The perception changes from activities to individual to another and from place to place. According Olvera (2007),the motorbike taxi riders view their activities as a source of income

and progress in general scope. It gives them job opportunities. The employment crisis has pushed away into motor bike taxi riding. The youth have seized this employment opportunity which feeds them. From a secondary activity of farming, the motorcycle taxi has become the primary source for most of the riders in the developing countries (Olvera 2007) the farming of various cash crops has relegated to a second position because of its instability of prices and cost of the different season. Hence, the motor taxi has become the main source of income for the many youths who use the activity as a bare in the construction live. According to Bishop 2015 on the study of opportunities to improve road safety through (bodaboda) in Tanzania, motorcycle transport is known to provide short distance, low capacity services that is able to serve low density demands or their access is restricted by the wealth or quality of the route.

1.3 OBEJECTVES OF THE STUDY

1. To find out the daily earnings of a rider in Kohima.
2. To find out the types or age group of people who mostly use two wheeler taxis
3. To find out which one do the passengers preferred the most either two wheeler taxi or taxi or city bus.
4. To know how did they came out with such idea of start with this business.

1.4 RESEARCH METHODS

Primary Method: Information was collected through oral communication and through a small interview with the members of the NTWTA; questions were asked and also ask to the riders and the passengers too.

Secondary Method: Collected information from the Google and also refer to some of the articles and newspapers and also social media platform like instagram and facebook .

1.5 RESEARCH PROBLEM:

The problem face during the study of the NTWTA, it was time consuming as we couldn't meet on stated date due to some unavoidable reasons, as time stipulated for the study was limited too. Face some rejections when interrogating with the riders as they were in hurry for their works so it was difficult to talk with the riders in person and was done through phone calls. And due to my own problems I couldn't do it on time. There was also network problem while talking with the riders. Couldn't collect sufficient data due to not being able to adjust time .

1.5.1. Research Questions:

1. Do they rely in two wheeler taxi for living?
2. How did they started this business?
3. What are the fair rates varying from place to place?
4. How much do they earn in a day or month?
5. What are the problems face by the riders/
6. How do the passengers and riders behave with each other and the customer services?

Chapter-2

2. DATA ANALYSIS AND INTERPRETATION:

2.1 Biography of the person how he came with the idea of starting NTWTA:

Mr.Chumben Yanthan who belongs to Lotha community. He was a student of St. Joseph College Jakhama and graduated in the 2017. During the time he use to go to college by the college bus and due to heavy traffic jam, he was struck with the idea of this two wheeler taxi service in kohima. He keep on thinking to bring a change in the society by bringing the two wheeler taxi to case the traffic jam and also to let the office people, students and people working in other fields to be in work on time. He was thinking of this for a very long time, if any changes could happen to ease the traffic and save time for many people.

He was also working with the NGOs as he had studied for social for social services. He was also working as an intern after graduation, and he risked his own job to start the two wheeler taxi services in Kohima. He quite his job in the year 2018. During the time the time he had a bike so during his free time he use to earn with that by dropping passenger to their destined place, and from that he was earning some good amount with that he was being called up his friends and the person who knows him ,if urgently they have to go somewhere. He gave a thought on how he is earning and if he start to do the taxi business good amount could be earn from that. So, to start that , he asked help from his parent, as he has lost his father and couldn't ask help from his mother too. He shared his idea of starting the business and share his ideas and plans with his friends and relatives but they all rejected his proposal instead he was being mocked and teased by. Cause of his plan and idea he was being named as 'scooty' by his friends and relatives. Later he approach to the bank and took help and took three scooties on EMI in the year 2018. And help from his elder brother who was in the army and his best friends too helped him who trusted and lend him some money to start the taxi services. And he along with his friends with the three scooty he started to run as a private taxi but it was not legalized by the government. Some friends of him too joined during the time, they came out with their own taxis. It took time to approved their proposal and to make it legal. During the process of appealing to the government, he face lot of rejection and discouragement but he didn't stop he tried

and tried and gave his best to get approval from the government. He even had sacrifice his sleep and time to get permission from the government. He met different kinds of officers and office for this purpose. And lastly in the year 2017 it got approve and was fully legalized. It was approved by the Cabinet Minister and had a fair gratitude with them. And now , recently he resigned from the NTWTA , He was the president , he served their for two and a half year. And now it comes under the Home Department Association. He had a hard yet a beautiful and successful journey in the taxi service.

The main objective::

- it was to provide employment to the indigenous naga youth and help them for a living.
- to ease the hectic and tight traffic jam .
- took it as an opportunity and also wanted to start his own company.

What are the opportunity and advantages ?

- the legalized issue 100 plus permits.
- they can earn upto 1500-2000 in a day.
- helping the society in one or the other way.
- meeting new peoples everyday and knowing people.
- it has improve the communication skills.

For Safety: they are ask to wear helmet, shoes, chest guard and other safety gears.

Some few changes they want to bring in the future: have their own separate office building of scooty taxi, a proper law for the two wheeler taxis and and also they would like to create an application to get quick taxi booking.

DOCUMENTS REQUIRED FOR REGISTRATION:

- ~Pan Card
- Bank Details
- Unemployment Car and affidavit.

❖ **CHALLENGES FACED BY THE RIDERS:**

- During the time of pandemic they had a hard time as it was their only source of income
- No support from family and relatives and had a psychological fear what if it did not work the way they have plan
- Idea was new during the time so many passenger wear scared to get a ride but now peoples perspective have change.
- Four wheeler taxis were against it because they were running on loss and losing their passengers as they mostly prefer two wheeler taxi now.
- High rise in the price of petrol is also a problem for the riders and to the passengers.
- Took a lot of time to convince the government.

2.2 The behavior of customers in Kohima .

The customers are not always expected to be good people sometimes bad people comes too and some rude people who don't give the fare . As kohima is now coming up with new ideas of improving the city and making it a smart city people are taking easy transportation like two wheeler taxis to reach their destination and save their time . But some people still use taxis and buses as they are scared of riding in two wheeler taxis.

2.3 Some pictures of two wheeler taxis and fare chart:







Appendix 1: Locations of the 145 (144/145)

High School location – 2 Sts/Wide College/ WC office/ Peter Shear	= 30
High School location – Paterbury, Northfield School/ PE Stadium	= 30
High School location – Paterbury gate/ Bright Working for Children Home	= 30/300
High School location – Warrens location/ NCC/IT	= 300
High School location – Regent University	= 210
High School location – Paterbury Bank	= 30/300
High School location – Bayside/ NCC	= 30
High School location – Oak Green/ Paterbury/ NCC/ NPS/ N/A/ Thomas junction	= 100/10/100
High School location – Elder College/ Northside/ Theresia/ Day Care	= 30
High School location – Bayside/ OMS	= 30/70
High School location – Salfords Hospital/ NCC	= 30/70
High School location – Salfords Village/ Newstead Holy Child King School	= 70/300
High School location – Salfords Point	= 30
Salfords Point – NCC/ Paterbury Medical	= 30/70/300
Salfords Point – Salfords Point/ Pump/ Church/ Paterbury/ 10000	= 100/100
Salfords Point – Bayside/ Paterbury/ Theresia	= 30
Salfords Point – 2 Sts/ Paterbury College/ Civil Secretariat	= 70/300/100
Salfords Point – Administration Training Institute	= 200
Salfords Point – NCC/ NPS/ N/A/ Thomas junction	= 170/300
Salfords Point – Salfords Village	= 30
Salfords Point – 2 Sts/ Green/ Oriental College/ 10000 camp	= 30/70/100
Salfords Point – Dr. Wilby King's Residence	= 30
Salfords Point – Salfords 10/ 2nd/ Church Street/ 1st street	= 30
Salfords Point – Paterbury Lane	= 30
Salfords Point – Western College/ Lark Bank	= 200
Salfords Point – WC office / Model Christian College	= 100/100
Salfords Point – 2 Paterbury Hill/ Bayside	= 30/70
Salfords Point – PNC junction	= 30
Salfords Point – PE Hill Junction	= 30
PE Hill location – 2nd Station/ Paterbury/ 2nd/ NCC/ NPS/ 2nd/ 1st/ 2nd	= 30
PE Hill – Forest Station/ Lower Forest/ Church	= 30/70
PE Hill – 22 King/ Elder/ Paterbury/ School of Music	= 70/300
PE Hill – Science College/ NCC/ NPS/ Theresia	= 100/100
PE Hill – 2 Sts/ Station/ 1st	= 30/70
PE Hill – South Police Station/ Lark Bank/ Lark Gate	= 30
PE Hill – St Mary's/ 2nd/ College/ Paterbury	= 70/300
PE Hill – 107 Garage	= 30
PE Hill – New Bayside/ Paterbury/ 1st	= 100/100
PE Hill – Paterbury Police/ Church Gate	= 200

15. 20 connection for students with support

2.4. Response on the basis of the survey.

1. Age wise distribution of passengers.

Under age 18	10%
18-25	43%
26-33	33%
34-41	14%

The above table shows us the percentage in the age of respondents. As it show from age under 18 years the numbers of respondent is 10% and from age of 18 to 25 is 43% and from the age of 26-33 is 33% and lastly from the age of 34-41 is 14%.

2 . Gender of the riders.

Male	90%
Female	10%

The above shows the gender of the riders as shown majority are males then females.

3. Preference of transportation:

Bus	40%
Taxi	25%
Two wheeler taxi	35%

The above shows the preference of peoples for transportation.

4. Passengers profession:

Govt. employee	15%
Student	30%
Self employee	35%
Others	20%

This are the various kinds of passengers and their profession.

5. Tribes of the riders:

Angami
Lotha
Konyak
Chakesang
Yimchunger
Ao
Zeliang
Rengma
Pumai

Above shown table, shows the different naga tribes of youth who are working together.

6. Do you feel safe riding on two wheeler taxi?

Yes	100%
No	0%

7. Best season to earn.

Summer	Average
Winter	Best
Monsoon	Lowest
Autumn	Some how ok

8. Payment and earning.

Maintenance and fuel	Rs 500 per day/month
Pay to the owner of the taxi	Rs 400-500 in a day
Earning per day	Rs 1500-2000
Parking tax	Rs 20-30
Monthly fee	Rs 500

Chapter-3

3.1 Findings

From the analysis part it is found that young people falling under age if of 18 -30 years are the major participants in which majority are females as compare to male . They prefer two wheeler taxis to save their time and be there on time and also it is easy to beat the traffic . And apart from kohima the permitted districts are Mokokchung, Tuensang, Mon, Zunheboto, Dimapur and Phek. And the customers prefer two wheeler taxis is because it is ideal for single commuter to move around in kohima as it is cheaper then hiring a regular taxi. And Monday is consider to be the best day to earn and also the time for earning are morning from 9am-12pm and afternoon from 4pm-6pm. They are looking up for more taxis as for now they only have 70 but in that also not all of them are running. They also have helped a lot of tourist by dropping and guiding them to many places. They give concession to students and also free ride to people and student appearing higher exams like LDA and so on.

3.1 CONCLUSION:

Two wheeler taxis are preferred by customers due to the reason that they can get it anytime, anywhere in and around Kohima conveniently while comparing prices. Now a days people are making proper use of it and bringing changes in their daily life by saving time. In conclusion I would also like to state that by doing this project I came to know about how it started who started it and how it got legalized. And how the passengers and riders are doing. How they are earning and different types of preferences. How this idea has been successful in its objectives in opening. In conclusion I would also like to wish them luck for the upcoming days. They are also trying to bring a lot of change in the system hopefully it will be done in the upcoming days.

3.2 SUGGESTIONS:

- Should know proper traffic rules and not to rush in tight traffic.
- Wear proper safety guards.
- Provide helmet to the passengers too.
- Asking for customer feedbacks.
- Available in and around college areas too during college hours.
- Convenience and time saving are the main reason to use the two wheelers. Therefore, business to customers should be design in a such a way that it will be very easy to get it and spend less time in waiting.
- Proper uniform for the riders to identify it easily from distance too.
- Providing raincoat to both the rider and the passengers so that they can easily ride during monsoon too.

Bibliography:

C Maulaga, G Machimu and JM Mgema (2019) of co-operative and business. Youth perception on motorcycle taxi business investment and the effects in their economic wellbeing.

<https://www.instagram.com>

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APPENDIX

- Year of establishment ?
- What inspire you to start this business?
- What was the main objectives to start this business?
- What are the challenges face?
- What are the opportunity and advantages?
- Do you think your service is benefiting the passengers?
- How much do you earn in a day?
- Which age group of people are your passengers/
- How did it got legalized and when ?
- Brief background of the taxi service.

